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W-02113A-04-0616

W02113A040616 Chaparral City Water Company

AZ CORP COMMISSION
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Dear Sir,

Some thoughts on the Chaparral City Water Companies proposed twenty-four percent rate increase and two tier rate system for residential customers from a customer.

Twenty-four percent is ridiculous. When you buy a water company you look at your costs, the company's books, their rate structure and etc. If CCWC needs a 24% rate increase in 2005 for a company purchased in 2000 and the argument is that the rates haven't increased since 1991 then they made a bad investment. Somebody's due diligence wasn't diligent enough. They may be entitled to a return on their investment but, do they really deserve a return on a bad investment. It seems to me the only **things to be considered in this rate increase request should have occurred after 2000.**

Two tier rip-off. CCWC claims to be deeply committed to conservation and hence needs a two tier rate structure. It sounds to me like they are planning to charge their existing customers more to use less water so that they can service more new customers with more expensive water. Bottom line, they want to increase their profit while trying to make it appear that they are only interested in the greater good. Corporate greed has reared its' ugly head. What ever happened to the 100 year assured water supply for each customer? Perhaps **they should stop taking on new customers.**

Conservation might not be the best approach. The water supply that can be gained with conservation is like having money in the bank for an emergency. If you squander that money you are going to be in deep do-do when the real emergency comes along. With rape and run developers, being what they are, it probably would be best not to prematurely conserve. That way there will be excess water available for an emergency. At some point in time the developers are going put this state in a real water bind.

How about getting something out of this questionable rate increase request for the customer? It would be extremely helpful if the customer had thirty days to get their bill paid. Perhaps a 2% discount if paid in 10 days balance due in 30 days. That way you don't have to be in town to pay your bill or receive a letter threatening you sixteen ways to Sunday because you are late. CCWC could be encouraged to volunteer to do this as a community service. I once asked the young lady at CCWC, I was told she was the manager, if in times or terrorism and all it was good idea to antagonize your customers. The response was straight out of Dilbert. In essence, **we screw with you because we can.** This is the brain trust we are dealing with out here. Note to CCWC, sixteen cents is not delinquent enough to justify the postage on a threatening letter. **Give a discount for prompt payment. Save the threats for the seriously delinquent accounts.**

Sincerely,


Thomas A. Jensen

Ph. 602.295.7903



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